

## **Volunteer Utilization Within Individual Departments and Agencies**

### **Auditor-Controller**

Interns answer phones, process mail, research deposits and payments, provide reception desk coverage and help with special projects.

### **Child Support Services**

Interns provide support in department's Human Resources division, including preparation of memos, letters and standard documents; development of PowerPoint presentation for new supervisor orientation; and assistance with recruitment efforts.

### **Clerk of the Board of Supervisors**

Volunteers conduct judicial hearings on disputes of Assessor's enrolled valuations and sit as the County's Board of Equalizations. As qualified professionals, they preserve the integrity of the property tax system.

### **Community Services Agency**

- ***Human Relations***

Volunteers support the mission of the Orange County Human Relations Commission in dealing with inter-group tensions and fostering mutual respect and understanding among residents. Volunteers assist professional staff in a variety of projects, ranging from court mediations to general office duties. The majority of volunteers are mediators who complete a certified 28-hour training in preparation for their mediation duties.

- ***Office on Aging***

Volunteers serve on the Senior Citizens Advisory Council (SCAC) or on one of its standing committees. Interns and volunteers provide staff support with policy and planning, health education, nutrition services, information and assistance and senior outreach.

- ***Special Programs***

Interns compile and report statistical information, edit written material, assist with data collection and gather ancillary information for staff.

- ***Veterans Service Office***

Volunteers design military displays for presentations during Memorial Day and Veterans Day ceremonies and help restore historical military vehicles for museum

displays. In addition, they present educational programs at local schools and for children attending the Civic Center's Walk of Honor Program.

### **County Counsel**

Interns assist attorneys within Litigation by reviewing and summarizing documents, contacting witnesses and verifying contents of files.

### **County Executive Office**

Interns provide staff support with research and analysis of current issues; gather data; conduct legal, Internet and library research; prepare reports; facilitate meetings; participate in team projects; create spreadsheets; update resource material; prepare various types of correspondence; coordinate community outreach; interact with other governmental entities and answer inquiries from the public. In addition, volunteers provide professional-level support with database design and graphic design.

### **Office of the District Attorney**

- ***Environmental Unit***  
Interns summarize legal documents, prepare legal memos and analysis tables and conduct research.
- ***Felony Projects Unit***  
Volunteer assists with administrative duties, including completion of forms, letters and memos and proofreading documents.
- ***Government and Community Relations***  
Interns and volunteers assist with unit projects and community outreach events, workshops, and educational programs. They participate in research assignments and help disseminate information about the department and the criminal justice system to the community.
- ***Homicide Unit***  
Second- and third-year law students assist attorneys with research of legal and technical issues and with the handling of motions and writs. They prepare legal memoranda and briefs and assist with trial preparation.
- ***Target/Gang Unit***  
Interns are trained to handle Discovery, summarize police reports and prepare Trial Notebooks. Law students are involved in legal research on specific issues requested by attorneys.
- ***West Justice Center***  
Interns assist with research, respond to motions and appear in court on motions and preliminary hearings.

## **Health Care Agency**

- ***Animal Care Center***

Volunteers greet visitors, answer general inquiries from the public; assist with Center tours and special events within the community; and help with administrative/reception duties and data entry. They answer questions from the public regarding adoption procedures, help process adoption applications and contact new pet owners.

Volunteers groom, cuddle, feed and walk animals and help keep cages and kennels clean. They are involved in socializing animals and in teaching basic dog obedience. Trained volunteers participating in the Center's foster care program provide round-the-clock care in their homes for newborn kittens and puppies that are too young for adoption.

- ***Animal Care Center Explorer Post***

Volunteers assist staff with customer service, exercise of animals and adoption activities. They help veterinarian staff with routine and special-care treatment of animals and provide support during monthly rabies clinics. In field services, volunteers assist animal care officers with radio transmissions, animal captures, investigations and public education.

- ***CYS – Project Together***

Volunteers serve in two capacities (mentors and community service). As mentors, volunteers are matched with youth in treatment through Children and Youth Services (CYS). They work to form trusting, caring relationships with the young person in an effort to enhance treatment, increase self-esteem as well as familial, social and academic functioning. Mentors serve for six months and spend two to four hours per week with their mentee. Community services volunteers assist with administrative duties, in the program's Resource Center and with fundraising activities.

- ***Volunteer Services***

General duties performed by volunteers and interns include reception assistance, administrative tasks, clinic support, data entry, counseling, nursing, physical therapy, occupational therapy, front and back medical office assistance, field nursing, case management, field visits, social work, health promotion and direct dental care.

## **Housing and Community Development**

Interns provide administrative support, assist with research related to housing projects in Orange County and compile data using Excel spreadsheets. They help market programs by developing text and creating flyers and graphics. They enhance staff efforts in accurately serving the Section 8 client base.

## **John Wayne Airport**

- ***Ambassador Program***

Volunteers greet the public and supply information and directions. They provide staff support by quickly reporting incidents that may impact safety or security.

- ***Tour Program***

Volunteers provide tours of the JWA Terminal to elementary, high school and college students, senior groups, scout groups, foreign visitors, at-risk students, and educators. Tours include an overview of aviation and its history in Orange County, focusing on age-appropriate information geared for specific groups visiting the Terminal.

## **Orange County Public Library**

- ***Branch Libraries***

Volunteers are involved in shelving books and other library materials, answering phones and contacting patrons regarding reserved materials, assisting with children's activities such as the Summer Reading Program, preparing artwork, assisting customers with the Internet, and processing new library materials. Friends of the Library groups operate used bookstores to generate revenues donated to the library.

- ***READ/Orange County***

Volunteers in READ/Orange County's core program provide adults with direct one-to-one or small group tutoring in reading and writing. Families for Literacy volunteers tutor adults who have children less than five years of age, using specific methods to incorporate children's material into the tutoring session. Volunteers in the WIN (Working for Inmate Literacy Now) program provide basic literacy services to inmates in the five Orange County jail facilities. In addition, volunteers fill several administrative positions related to office support, assessment and literacy center site supervision.

## **Probation Department**

- ***Probation Community Action Association (PCAA)***

The PCAA Board of Directors consists of community volunteers and leaders who donate their time and money in support of several programs that serve the needy and focus on juvenile crime prevention/intervention. The Board meets monthly throughout the year.

Volunteers assist by reading to underprivileged children living in County Islands (unincorporated Orange County communities surrounded by cities). During each story session, the volunteer reads and then distributes donated copies of the book to each child for their personal use. The "Giving From the Heart" program encourages businesses and individuals to "adopt" families for the holidays by

providing gifts and food. Forty-six families and four residential substance abuse programs were assisted during the 2002 holiday season.

Volunteers also help support the “Tattoo Removal” program. By removing visible tattoos, individuals are more successful in securing employment, leaving their “gang ties” behind and serving as better role models for their children.

The PCAA “Computer Dream Team” acquired used computers, which were repaired, upgraded and loaded with educational programs. The refurbished computers were placed in strategic County Islands and Probation sites to help children and adults learn basic computer skills or to augment their existing computer knowledge.

- ***Volunteers in Probation (VIP)***

Volunteers work primarily with delinquent youth in juvenile institutions or at the Youth and Family Resource Centers. They work under the direct visual supervision of staff and utilize their special skills and talents to enhance and enrich programs provided for minors. Some activities VIPs participate in are tutoring, educational services, NA/AA/ALANON meetings, social and recreational services, religious counseling, personal grooming, computer assistance, administrative support and special events.

- ***Volunteer Probation Officer (VPO)***

Volunteers perform a variety of duties. They interview offenders and their families; assist probation officers in the office, in the field, in schools, in jails and during home visits; and serve as court officers for Peer Courts conducted in local high schools. In addition, volunteers work in juvenile institutions mentoring youth, organizing field trips and coordinating other volunteers. They assist with the POSSE, Domestic Violence caseloads and holiday programs. Volunteers are also assigned to the Youth and Family Resource Centers.

## **Office of the Public Defender**

Volunteers and student interns are placed in the Public Defender, Alternate Defender and Associate Defender offices and are utilized in the areas listed below, depending upon the assignment and their job knowledge and area of study. They assist in performing interviews and preparing statements for out-of-custody clients, help with legal research, work with attorneys in preparing motions, observe and assist attorneys in the courtroom with document organization, help with file organization and perform administrative duties. In addition, they work with Information and Technology with installations of software and operating systems; inventory new and surplus computer equipment; assemble computer equipment and assist with graphics equipment to create courtroom exhibits.

## **Public Facilities and Resources Department**

- ***Adopt-A-Park***

Volunteers help maintain trails, clean beaches, plant trees, remove non-native plants and build fences. In addition, they assist park rangers in park patrol, staff nature centers, perform administrative tasks and research assignments, offer guided tours, clear flood control channels of debris, help with wetlands preservation and assist with construction and maintenance projects.

- ***Operations and Maintenance***

Volunteers provide manpower to assist County road and flood control labor crews with trimming of vegetation, laying of sandbags and removing trash and debris from flood channel inverts.

- ***Park Ranger Reserves***

Reserves perform professional and technical duties in recreation facilities and at park sponsored events. Duties may be associated with park operation, resource management, park safety, interpretation and public awareness. Reserves assist with special studies regarding park resources, help in planning special events, build and maintain park trails, perform park maintenance in emergency situations, offer outreach presentations to public and private entities, guide hikes and equestrian trail rides, direct traffic at busy intersections and conduct environmental awareness programs for school children.

## **Registration and Elections**

- ***Election Night Tally Center***

Volunteers are responsible for processing absentee ballots, sorting miscellaneous election materials, answering phones and providing election results to the public and assisting with the vote counting process.

- ***Student Interns***

Interns create graphic designs for department publications and public relations materials.

## **Sheriff-Coroner**

- ***Community Programs***

Volunteers assist with fundraising programs that support the educational activities of Drug Use Is Life Abuse and community-oriented events such as the Orange County Fair. Students involved in the high school organization, IMPACT, assist with the House Beautification project and the Patience Project. In the House Beautification project, student interns clean, paint, re-landscape, and refurbish the home of a community member in need. In the Patience Project, student volunteers help coordinate a holiday party for children of mothers experiencing drug addiction. The party includes arts and crafts projects, a visit from Santa Claus, face-painting, refreshments and event set-up/clean-up.

- ***Correctional Programs***  
Volunteers provide inmate programs and/or services on a regularly scheduled basis in the following areas: religious worship services, Bible studies, pastoral counseling, self-help substance abuse recovery programs (Alcoholics Anonymous, Narcotics Anonymous and Al-Anon), Friends Outside (in-custody and post-release services to inmates and their families) and literacy tutors.
- ***Explorer Post***  
Volunteers between the ages of 14 ½ - 20 years of age assist Sheriff personnel at safety fairs, parades, grand openings, emergency roadblocks, DUI checkpoints, fun runs and weapon and evidence searches. The Explorer Post supports deputies during road closures caused by natural disasters such as mudslides, floods and forest fires. They complete search missions where either missing persons or evidence is sought and are involved in protecting crime scene perimeters. In addition, they assist with public education. During Bicycle Rodeo Events, Explorers demonstrate to children how to properly size and wear bicycle helmets. They offer children identification and crime awareness. They provide crowd and traffic control, and the Post's Color Guard presents the flag at civic and community events.
- ***Radio Amateur Civil Emergency Services (RACES)***  
While the nature of each activity may be different, the common thread is communications support. During an emergency, messages are exchanged between various public safety departments and critical locations providing emergency and/or recovery services. These sites may include emergency operations centers, law, fire, lifeguard or public works dispatch centers, emergency shelters, hospitals, remote radio sites, parks and other emergency facilities. RACES volunteers also provide non-emergency communications support and Amateur Radio public awareness programs.
- ***Reserves***  
The Reserve division is comprised of sworn Reserve Deputies, Professional Service Volunteers and Sheriff's Chaplains. Sworn Reserves assist the Sheriff's department with its general law enforcement needs. Professional Service Volunteers provide their skills, expertise and time at no cost to the department. Sheriff's Chaplains provide comfort, counseling and religious intervention to department personnel in times of crisis or family trauma.
- ***South County Operation Division***  
Senior citizen volunteers participating in the programs listed below provide support for Sheriff personnel in one or more of the following areas: vacation home checks, child fingerprinting, parking enforcement, Business and Neighborhood Watch, traffic and crowd control, van and bicycle patrols, special events, general office and administrative duties, visits to homebound and elderly, bicycle registration, graffiti removal and/or parking enforcement.

Associated Senior Action Program – San Juan Capistrano  
Police Auxiliary Citizens Team – Laguna Niguel  
Senior Community Activity Team – Mission Viejo  
Sheriff's Team of Active Retired Seniors – Lake Forest  
Retired Senior Volunteer Program – San Clemente

## **Social Services Agency**

- ***CalWin***

Intern assists with general administrative duties such as filing of backlogged materials, creating folders, tabulating time studies, assembling and organizing training materials and answering phones.

- ***CalWORKS South***

Interns assist with the Community Partnership program, update child abuse resource board, observe social worker interviews and home calls, assume Welfare-to-Work case management for 10 cases, participate in collaborative case management with social workers and participate in Operation Santa Claus.

- ***CalWORKS Santa Ana Regional Center***

Intern carries a limited caseload as a case manager in the Welfare-to-Work program and assists CalWORKS participants towards self-sufficiency under the supervision of a field instructor. Duties include assessment of needs and barriers to self-sufficiency, referrals for services, training and education and monitoring of participants' progress. Intern works and communicates with co-workers and partner agencies and provides participants with support and timely assistance.

- ***Children and Family Services***

Master of Social Work Intern – Concentration in Public Child Welfare

The interns focus on the application of knowledge, values and skills that contribute to helping clients. The focus is also on the students providing effective, efficient and ethical services over their professional career. The students work under the direct supervision of a master's level Senior Social Worker who is highly qualified and experienced. The students learn to provide case management services to court dependent children in foster homes and relative placements. Case management services include, but are not limited to:

- conducting home visits,
- investigating child abuse allegations,
- maintaining case documentation,
- writing court reports,
- testifying in court when warranted, and
- bringing children into protective custody when warranted.

Interns provide pre-placement preventative services to non-court dependent children living in the care of their parents and interface with professionals in the community to ensure appropriate service delivery to clients.



Master of Social Work Intern – Concentration in Community, Organization,  
Planning and Administration

The Master of Social Work with a concentration in Community, Organization, Planning and Administration provides a field education designed to offer the intern theoretical knowledge and technical skills in administration, planning, program evaluation, strategy development and interaction and intervention with other agencies and community settings. The students work under the direct supervision of a master's level Senior Social Worker who is highly qualified and experienced. The student:

- develops tools for gathering statistical data and evaluating the effectiveness of special projects within the agency
- conducts studies on special projects and submits written reports on findings
- attends designated management meetings

Master of Science in Counseling – Counselor Trainee

The Master of Science in Counseling Field Practicum provides field education for a diverse student population. The interns are considered Counselor Trainees and are provided with a field placement in the community to introduce them to their initial experience as a counselor in training under the supervision of a licensed mental health professional. The Counselor Trainee provides:

- counseling services to students in fourteen elementary schools in the Santa Ana Unified School District
- contributes to the well-being of the children via assessments, evaluations, crisis intervention, community services linkage and consultations with principals, teachers and parents

Bachelor of Science in Human Services Intern

The Bachelor of Arts in Social Work and Bachelor of Science in Human Services Student Internship Program prepares students for beginning, entry-level professional social work and human services practice. Under the direct supervision of a Master in Social Work (MSW) or Bachelor of Arts in Social Work (BASW), the students learn how to provide services to a diverse social population in a rapidly changing social and economic environment. They are also introduced to social policies and the political processes. The interns:

- shadow bachelor- and master-level senior social workers to gain work experience and skills required in the social work profession
  - work with Children and Family Services (CFS) clients, foster parents and other professionals outside of the agency.
- ***Economic and Community Partnerships***  
Volunteers with Operation Santa Claus (OSC) perform a variety of duties throughout the holiday season. They serve as store clerks, help with initial set-up and ongoing maintenance, coordinate inventory control, distribute OSC posters, delivery gift collection boxes, help with toy and gift pick-up, answer phones and assist with administrative tasks.

- ***Multipurpose Senior Services Program***

Interns schedule home visits for reassessments, opposite discipline visits and monthly telephone contact with clients. In addition, they participate in presentations for Adult Protective Services staff regarding MSSP services, provide translation for the public health nurse to meet the needs of Vietnamese speaking clients and enter care plans and retrieve data from the MSSP database. Interns assist with the collaboration and coordination of the delivery of services between Adult Services programs.

- ***Orangewood Children's Home***

Volunteers work with children in individual cottages to provide a positive adult role model. They interact with the youth on a group and/or a one-to-one basis. Volunteer activities include games, arts and crafts, sports, picnics and special events. Volunteers also serve as teachers' aids at the William Lyons School. Medical Unit volunteers stay with children in the waiting area, assist with vision and hearing tests and comfort children receiving immunizations. Volunteers also assist with the Independent Living Program, help sort gifts during the holiday season and provide support with the La Casa on-site fundraising activities.

- ***Technology Services***

Interns develop Web pages, graphics and multimedia for division Web sites. They gather user requirements and implement project plans. They research Internet technologies and use of development software.

### **Treasurer-Tax Collector**

Interns complete basic analytical work on Treasury and Corporate bond markets and short term fixed income. They analyze market and economic data and basic credit. They work with and develop rapport with members of the brokerage community and participate in weekly investment meetings to discuss investment strategies. Interns also participate in broker/dealer investment conferences.